

Unsubstantiated Debit Card Claims

Flexible Spending Accounts (FSA)

When you use the ASIFlex Card for a transaction requiring documentation, those dollars are identified as “overpaid” within your FSA account until the transaction is substantiated. **It is the employee’s responsibility to provide follow up documentation when necessary and confirm unsubstantiated claims have been settled with ASIFlex.**

How do I know if an ASIFlex Debit Card transaction requires substantiation?

If you use the ASIFlex Debit Card, you are only required to submit backup documentation if the transaction is unable to be electronically substantiated.

Transactions are electronically substantiated if:

- ↳ The dollar amount of the transaction equals the dollar amount of the co- payment for the employer- sponsored group plan that participant has elected;
- ↳ The expense is a recurring expense that matches expenses previously approved; or
- ↳ The merchant maintains a compliant Inventory Information Approval System (IIAS) for over-the- counter supplies and prescription medication.

Any transaction that **does not** meet the above criteria will prompt a request for follow-up documentation.

How will I be notified if an ASIFlex Care transaction requires substantiation?

ASIFlex will send a **First Notice** for follow up documentation within a few days of the ASIFlex Card transaction. Should you not comply with the request, ASIFlex will send a **Second Notice** in approximately three weeks. Should you not comply with the second request, a **Third Notice** will be sent to you stating that the ASIFlex Card has been “suspended” because the requested documentation was not received by ASIFlex.

What happens if I do not substantiate my ASIFlex Card transactions?

Should you neglect to submit the requested documentation by the plan year’s end (following the Plan’s provision for documentation to be submitted by **April 15**), ASIFlex will provide notice to the State of Delaware that the claim was not substantiated within the plan year as required by IRS Regulations. **You will be asked to repay the unsubstantiated amount by submitting payment to ASIFlex.** If you do not repay:

- ↳ Active State of Delaware employees will have a **wage attachment processed to deduct the unsubstantiated claim amount**
- ↳ Retired or Non-Active State of Delaware employees will have a W-2 provided for the year in which the funds were not repaid and these **funds will be reported to the IRS as taxable earnings.**

For more information, visit the SBO website at de.gov/statewidebenefits.



Contact Statewide Benefits Office with Questions:

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Web: de.gov/statewidebenefits